More than 100 Million Specialty Referrals Each Year
WHAT COULD GO WRONG?

By some estimates, **UP TO 50% OF REFERRALS** are never completed.  

**REASONS FOR INCOMPLETE REFERRALS**
may include missing information, misdirected referrals, or faulty communication.

- **PCPs**
  - ~70% report sending patient history
- **SPECIALISTS**
  - <35% report receiving patient history

In one study, ~70% of PCPs reported sending patient history and reason for referral to specialists "always" or "most of the time," while ~25% of specialists reported receiving that information.

**CONSEQUENCES OF REFERRAL BREAKDOWNS**
include missed or delayed diagnosis and delayed treatment.

Estimates suggest there are 12 million Dx errors per year in the US. Studies indicate 20% to 30% are caused by breakdowns in referral process.

**FINANCIAL BURDEN**
Missed or delayed diagnosis is a common cause of medical malpractice filings in ambulatory care.

Of 4,700 DIAGNOSIS-RELATED MALPRACTICE CASES in one study, 57% related to ambulatory care at a cost of $631 million.

57% = $631M

Closing the Loop on Referrals: 9 STEPS

Technical (hardware, software) and sociological (workflow, staff) factors are involved in each step.

References